

Amendments to the Claims

1 Claim 1 (currently amended): A method of processing customer contact requests, comprising
2 steps of:

3 receiving location information from a particular customer service representative ("CSR"),
4 over a network connection between a processing device used by the particular CSR and a
5 remotely-located server, indicating where the particular CSR is currently located;

6 creating a cookie for tracking a current location of the particular CSR, and storing the
7 received location information therein;

8 transmitting the cookie to the particular CSR over the network connection, such that
9 subsequent messages received from the particular CSR over the network connection will
10 automatically include the cookie;

11 receiving one or more incoming customer contact requests for which CSR interaction is
12 indicated; and

13 routing selected ones of the received customer contact requests to the particular CSR
14 using the received location information.

Claim 2 (canceled)

1 Claim 3 (currently amended): The method according to Claim [[2]] 1, wherein the processing
2 device used by the CSR is a thin-client device.

1 Claim 4 (currently amended): The method according to Claim [[2]] 1, wherein the CSR interacts

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2 with a Web page to transmit the received location information and to handle the routed customer
3 contact requests.

1 Claim 5 (currently amended): The method according to Claim 1, further comprising the steps of:
2 receiving revised location information from the particular CSR, wherein the revised
3 location information indicates a different location where the particular CSR is now located;
4 updating the cookie to store the received revised location information therein;
5 transmitting the updated cookie to the particular CSR over the network connection, such
6 that subsequent messages received from the particular CSR over the network connection will
7 automatically include the updated cookie; and
8 subsequently routing selected ones of the received customer contact requests to the
9 particular CSR using the received revised location information.

Claim 6 (canceled)

1 Claim 7 (currently amended): The method according to Claim 1, wherein:
2 the received location information indicates a device which is in use by the particular CSR,
3 and to which the routing step should route the selected ones for the particular CSR; and
4 the device indication is stored in the cookie.

1 Claim 8 (currently amended): The method according to Claim 1, wherein:
2 the received location information indicates a geographic location of the CSR; and

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3 the indicated geographic location is stored in the cookie.

1 Claim 9 (currently amended): The method according to Claim 1, wherein:
2 the received location information indicates a physical location of the CSR; and
3 the indicated physical location is stored in the cookie.

1 Claim 10 (original): The method according to Claim 1, further comprising the steps of:
2 obtaining customer-specific information pertaining to the selected ones of the received
3 customer contact requests; and
4 forwarding the obtained customer-specific information to the particular CSR when routing
5 the selected ones of the received customer contact requests.

1 Claim 11 (currently amended): A method of providing distributed call center operations,
2 comprising steps of:
3 receiving, over a network connection to a call center system, location information from
4 one or more customer service representatives ("CSRs") indicating where each of the CSRs is
5 currently located;
6 creating one or more cookies, wherein each of the cookies is for tracking a current
7 location of a distinct one of the CSRs, and storing the received location information for the
8 distinct CSR therein;
9 transmitting each of the cookies over the network connection to the distinct one of the
10 CSRs whose location information is stored therein, such that subsequent messages received from

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11 that CSR over the network connection will automatically include the cookie;

12 receiving, at the call center system, one or more incoming customer contact requests for
13 which CSR interaction is indicated;

14 queuing, at the call center system, each of the received customer contact requests until a
15 CSR is available for handling the request; and

16 routing, by the call center system, a selected one of the queued customer contact requests
17 to a particular CSR using the received location information when the particular CSR is or
18 becomes available.

1 Claim 12 (currently amended): The method according to Claim 11, further comprising the steps
2 of:

3 receiving revised location information from one or more of the CSRs, wherein the revised
4 location information indicates a different location where the CSR sending the revised location
5 information is now located;

6 updating the cookie for each CSR sending the revised location information, such that the
7 cookie now stores the received revised location information therein, and transmitting the updated
8 cookie to the CSR over the network connection, such that subsequent messages received from the
9 CSR over the network connection will automatically include the updated cookie; and

10 subsequently using the received revised location information when routing a newly-
11 selected one of the queued customer contact requests to one of the CSRs who sent revised
12 location information.

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1 Claim 13 (currently amended): A system for providing distributed call center operations,
2 comprising:

3 means for receiving, over a network connection to a call center system, location
4 information from one or more customer service representatives ("CSRs") indicating where each
5 of the CSRs is currently located;

6 means for creating one or more cookies, wherein each of the cookies is for tracking a
7 current location of a distinct one of the CSRs, and storing the received location information for
8 the distinct CSR therein;

9 means for transmitting each of the cookies over the network connection to the distinct one
10 of the CSRs whose location information is stored therein, such that subsequent messages received
11 from that CSR over the network connection will automatically include the cookie;

12 means for receiving, at the call center system, one or more incoming customer contact
13 requests for which CSR interaction is indicated;

14 means for queuing, at the call center system, each of the received customer contact
15 requests until a CSR is available for handling the request; and

16 means for routing, by the call center system, a selected one of the queued customer
17 contact requests to a particular CSR using the received location information when the particular
18 CSR is or becomes available.

1 Claim 14 (currently amended): The system according to Claim 13, further comprising:

2 means for receiving revised location information from one or more of the CSRs, wherein
3 the revised location information indicates a different location where the CSR sending the revised

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4 location information is now located;

5 means for updating the cookie for each CSR sending the revised location information,
6 such that the cookie now stores the received revised location information therein, and transmitting
7 the updated cookie to the CSR over the network connection, such that subsequent messages
8 received from the CSR over the network connection will automatically include the updated
9 cookie; and

10 means for subsequently using the received revised location information when routing a
11 newly-selected one of the queued customer contact requests to one of the CSRs who sent revised
12 location information.

1 Claim 15 (currently amended): A computer program product for providing distributed call center
2 operations, the computer program product embodied on one or more computer-usable media and
3 comprising:

4 computer readable program code means for receiving, over a network connection to a call
5 center system, location information from one or more customer service representatives ("CSRs")
6 indicating where each of the CSRs is currently located;

7 computer readable program code means for creating one or more cookies, wherein each of
8 the cookies is for tracking a current location of a distinct one of the CSRs, and storing the
9 received location information for the distinct CSR therein;

10 computer readable program code means for transmitting each of the cookies over the
11 network connection to the distinct one of the CSRs whose location information is stored therein,
12 such that subsequent messages received from that CSR over the network connection will

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13 automatically include the cookie;

14 computer readable program code means for receiving, at the call center system, one or
15 more incoming customer contact requests for which CSR interaction is indicated;

16 computer readable program code means for queuing, at the call center system, each of the
17 received customer contact requests until a CSR is available for handling the request; and

18 computer readable program code means for routing, by the call center system, a selected
19 one of the queued customer contact requests to a particular CSR using the received location
20 information when the particular CSR is or becomes available.

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1 Claim 16 (currently amended): The computer program product according to Claim 15, further
2 comprising:

3 computer readable program code means for receiving revised location information from
4 one or more of the CSRs, wherein the revised location information indicates a different location
5 where the CSR sending the revised location information is now located;

6 computer readable program code means for updating the cookie for each CSR sending the
7 revised location information, such that the cookie now stores the received revised location
8 information therein, and transmitting the updated cookie to the CSR over the network connection,
9 such that subsequent messages received from the CSR over the network connection will
10 automatically include the updated cookie; and

11 computer readable program code means for subsequently using the received revised
12 location information when routing a newly-selected one of the queued customer contact requests
13 to one of the CSRs who sent revised location information.

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